

Why are your servers slow some times?

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Basically, the Internet does function very similar to a highway. Any destination that you want to go to you have to take a different road to get there. If there is construction going on at one point in the road, you will not be able to get to any parts beyond that. You can get to any place before or to the side of the construction just fine, just not anything right after it.

The Internet works exactly the same. These 'construction areas' are called 'network congestion'. You will be able to view website that exist before the congestion, but not anything after. You have to wait for the congestion to clear up or for an alternate route to be added by the network that is having trouble so you can bypass the problem and view the website you are trying to get to.

To diagnose the Internet 'roads' there is a command we use called 'Traceroute'.

Windows 2000/XP/Vista

- * Click Start.
- * Click on Run.
- * Type in cmd.
- * Click the OK button

* Type in "tracert www.DOMAIN.COM" replacing your domain name where DOMAIN.COM is. If you type in "tracert www.DOMAIN.COM >> test.txt" then this will write the results to a file called test.txt in the same directory that you run the tracert test from.

Example:

tracert your-site.com

Tracing route to your-site.com [38.96.163.66]
over a maximum of 30 hops:

```
1 2 ms 2 ms 2 ms 192.168.1.10
2 2 ms 2 ms 2 ms 192.168.1.1
3 10 ms 11 ms 11 ms te4-1.ccr01.jfk06.atlas.cogentco.com [154.54.24.222]
4 24 ms 23 ms 23 ms 38.104.67.150
5 23 ms 23 ms 23 ms 38.96.163.66
```

Trace complete.

The first column is the hop number. The next three columns show Ping times between you and that particular host. The last column shows the name of that server, or gateway, and its IP address. Any ping times that are high (150 or more) or show a * instead of a number could be responsible for the slowness.